User Guide
TANDBERG
Content Server

Thank you for choosing TANDBERG!

The TANDBERG Content Server provides you with a quick and easy way to record video meetings and view them live or on demand from your computer.

This user guide has been divided into several chapters that you can access by clicking on the chapter titles in menu bar at the top of this page.

The manual is intended for use by two groups of Users:

- Users who have access to the interface to view Live and On Demand conferences and also download recorded content to view on their computer or portable player.
- Owners who have their own Recording Alias to edit, can make calls and manage their recorded conferences.

Our main objective with this user guide was to address the goals and needs of these two groups of users.

Please let us know how well we succeeded!

www.tandberg.com

TANDBERG
See: green

What's in this user guide?

This User Guide is divided into four chapters:

1. Login to the TANDBERG Content Server.
2. Viewing Conferences: Users have the ability to view the Conference listings, watch Conferences in the Content Viewer and download movies for their Portable Players or download to watch them on their computers.
3. Creating Conferences: Owners can have their own Recording Aliases to manage the Conference Metadata, create ad hoc Conferences from the interface using their own Recording Aliases and System Aliases, Edit Conferences, add other outputs after they have completed, and also delete old conferences that they no longer want.
4. Frequently Asked Questions providing answers to questions often asked when using the Content Server.

Before you start

You need to know the URL or Address (IP address or DNS name) of your TANDBERG Content Server.

e.g. mycontentserver/tcs/

You will also need a user name and a password to log in to your TANDBERG Content Server.

Ask your administrator for these.

Supported Browsers

On your **Windows** Personal Computer, use either:

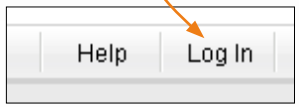
- Internet Explorer 6 or 7
- Mozilla Firefox 2 or 3.

On your **Macintosh** use either:

- Mozilla Firefox 2 or 3
- Safari 2 or 3.

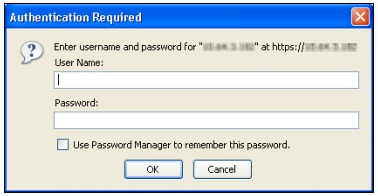
The Content Server web page will be displayed in your browser once you have entered its URL or Address.

Look for the **Log In** button in the upper right corner. Click on this button to log in.

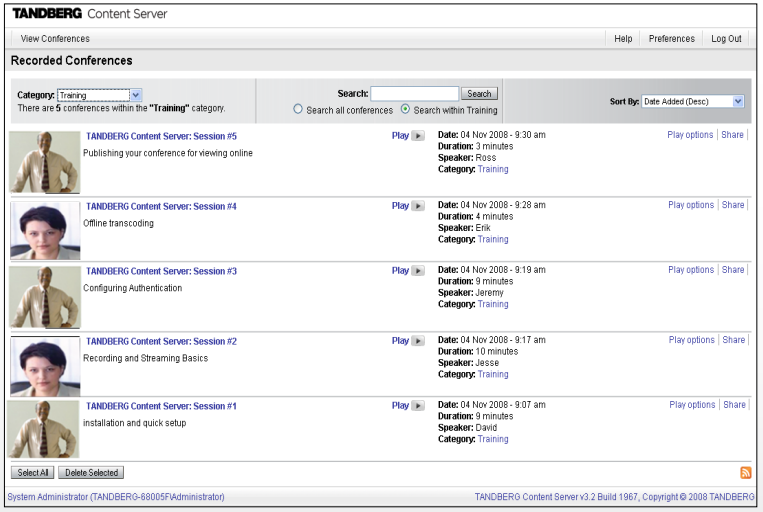


You will normally be asked for a **user name** and a **password**. These may or may not, be the same as you use to log in to other applications in your company, like e-mail.

If in doubt, ask your administrator.



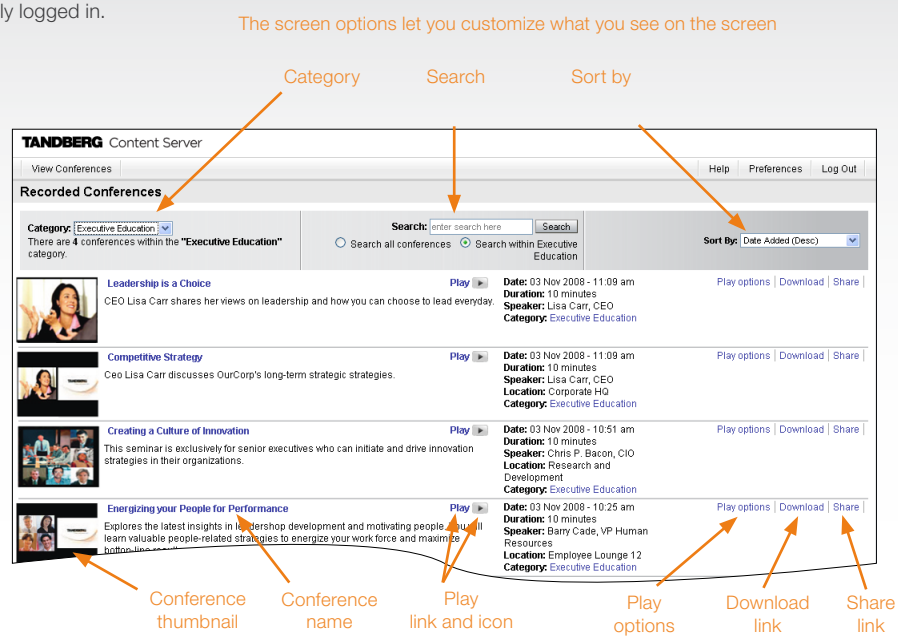
Once successfully logged in, you will see a list of **Conferences** that you have access to.



In this chapter...

- Screen options
- Conference lists
- Setting preferences
- Viewing conferences

The display after you have successfully logged in.


The screen options let you customize what you see on the screen
Category
Search
Sort by
TANDBERG Content Server
View Conferences
Help
Preferences
Log Out
Recorded Conferences
Category: Executive Education
There are 4 conferences within the "Executive Education" category.
Search: enter search here
Search
Search all conferences
Search within Executive Education
Sort By: Date Added (Desc)
Leadership is a Choice
Play
CEO Lisa Carr shares her views on leadership and how you can choose to lead everyday.
Date: 03 Nov 2008 - 11:09 am
Duration: 10 minutes
Speaker: Lisa Carr, CEO
Category: Executive Education
Play options | Download | Share
Competitive Strategy
Play
Ceo Lisa Carr discusses OurCorp's long-term strategic strategies.
Date: 03 Nov 2008 - 11:09 am
Duration: 10 minutes
Speaker: Lisa Carr, CEO
Location: Corporate HQ
Category: Executive Education
Play options | Download | Share
Creating a Culture of Innovation
Play
This seminar is exclusively for senior executives who can initiate and drive innovation strategies in their organizations.
Date: 03 Nov 2008 - 10:51 am
Duration: 10 minutes
Speaker: Chris P. Bacon, CIO
Location: Research and Development
Category: Executive Education
Play options | Download | Share
Energizing your People for Performance
Play
Explores the latest insights in leadership development and motivating people. You will learn valuable people-related strategies to energize your work force and maximize
Date: 03 Nov 2008 - 10:25 am
Duration: 10 minutes
Speaker: Barry Cade, VP Human Resources
Location: Employee Lounge 12
Category: Executive Education
Play options | Download | Share
Conference thumbnail
Conference name
Play link and icon
Play options
Download link
Share link
Ways to watch a conference
Other Options available

Screen options

You can customize what you see on the screen by means of the three sorting options:

Category: Conferences can be grouped according to category. Selecting All will list every conference you have access to. The conference information also shows what category a conference belongs to.

Search: You can enter words or phrases to find the conference you are looking for. You can search on conference name, description, speaker, location and keywords.

Sort By: By default, conferences are sorted by date, with the newest one at the top. You can change the order that the conferences are displayed.

Downloading conferences

If a conference has a Download option available, clicking the option will allow you to download files for playing on your portable device or on the computer using Windows Media Player, QuickTime Player or RealPlayer.

This way, you can watch the conferences over again without being connected to the Internet or viewing them using the Content Server Viewer.

Playing back conferences in the Content Viewer

The Content Server can determine the best conference to view with your current internet connection.

There are four options to click for playing back the best viewable conference:

1. Conference thumbnail
2. Conference name
3. Play icon
4. Play link

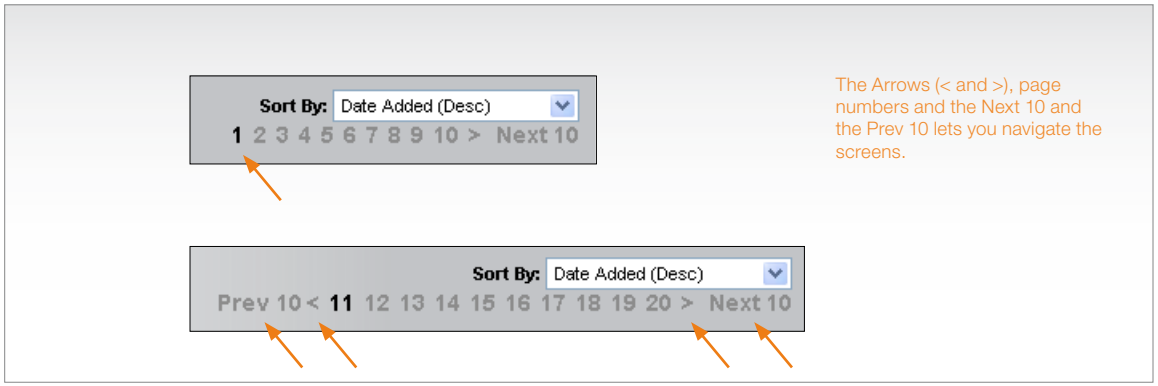
Any of these will launch the content viewer for conference viewing.

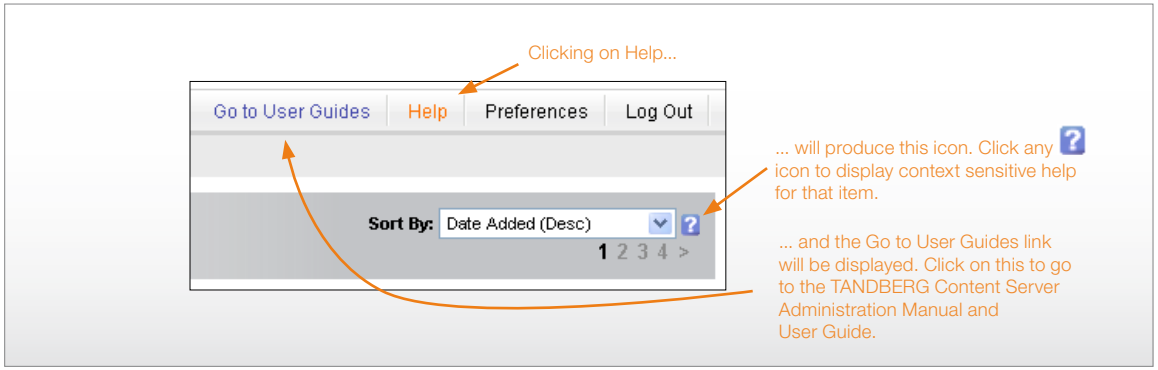
Clicking on Play options will display the available bandwidths for the conference. Choose one to play.

Note: The red exclamation mark indicates your bandwidth has been determined at a lower rate than is necessary to display this conference recording properly. You may experience problems viewing this conference. Check your preferences to see what the setting is.

In this chapter...

- Screen options
- Conference lists
- Setting preferences
- Viewing conferences


Sort By: Date Added (Desc)
1 2 3 4 5 6 7 8 9 10 > Next 10
The Arrows (< and >), page numbers and the Next 10 and the Prev 10 lets you navigate the screens.
Sort By: Date Added (Desc)
Prev 10 < 11 12 13 14 15 16 17 18 19 20 > Next 10


Clicking on Help...
Go to User Guides
Help
Preferences
Log Out
Sort By: Date Added (Desc)
1 2 3 4 >
... will produce this icon. Click any icon to display context sensitive help for that item.
... and the Go to User Guides link will be displayed. Click on this to go to the TANDBERG Content Server Administration Manual and User Guide.

Navigating the screens

Note: You will only see conferences that you have access to.

Navigation. If you have lots of available conferences, you can navigate the screens by clicking on the page numbers or the forward arrow to advance one page at a time.

When there are more than 10 pages of information, the next 10 pages link will appear after the Next arrow. Click on the Next 10 and Prev 10 links to move between the pages in groups of 10.

Help: Click on Help to switch on Online Help and you will see icons next to items on the page. Click the icons to get additional assistance on these items.

When Help is turned on, the Go to User Guides link will be displayed. Click this to take you to the TANDBERG User Guides. You can download user documentation from this page.

Conference lists

There are two conference lists that users have access to:

1. Recorded Conferences—these conferences have completed and are ready to play and download. If you see the icon , it means that the conference is still being processed, so not all of the outputs are available just yet.

2. Live Conferences—these are happening now and can be watched live if there is a Play icon. If not, you will have to wait until after the conference has finished and processed to watch the conference from the Recorded Conferences List.

In this chapter...

- Screen options
- Conference lists
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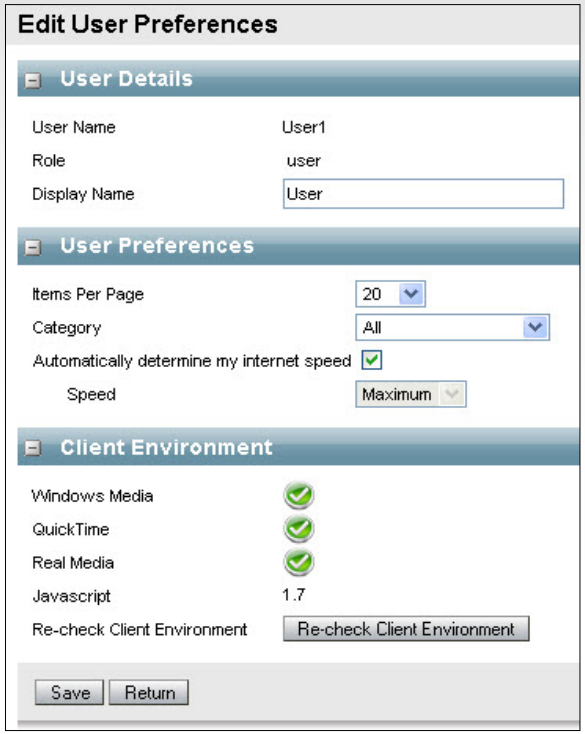

Setting Preferences

Click this to change some of your own display options, such as your display name, number of items shown per page, categories, the viewing speed of the conference to watch and to check your Client Environment.

Preferences

You can change the following:

Display Name—displayed at the bottom left of the screen

Items Per Page—the number of conferences on a page. Can be 5, 10, 20, 50 or 100, with the default set to 20.

Category—when you login, this category will be selected and conferences belonging to this category will be displayed.

Automatically determine my internet speed—the Content Server will automatically play the largest available conference size you will be able to watch. This selection is based on your Internet connection speed detected at login or after re-checking your client environment.

Speed—you can override the automatic detection setting by deselecting Automatic (above) and selecting the speed of conferences to watch. Choose the Speed appropriate to your current Internet connection.

Note: If a conference is not available in the size equal to or greater than the size selected, the Content Viewer will pick the size which will give you the best viewing experience when clicking on one of the four play options from page 4.

If your Internet connection is too slow, or the conferences available are less than the size specified in your preferences, you will see a bandwidth warning in the interface Play, warning you that your Internet connection may be too slow to display the video properly. You are not prevented from watching the conference but will have to use the Play Options to select a conference with a higher bandwidth than size specified.

Client Environment – Displays whether or not Windows Media, QuickTime and Real Media are available for the current browser on your computer as well as the version of Javascript used. A red exclamation mark will indicate that Conferences using that Format will not be available for viewing.

In this chapter...

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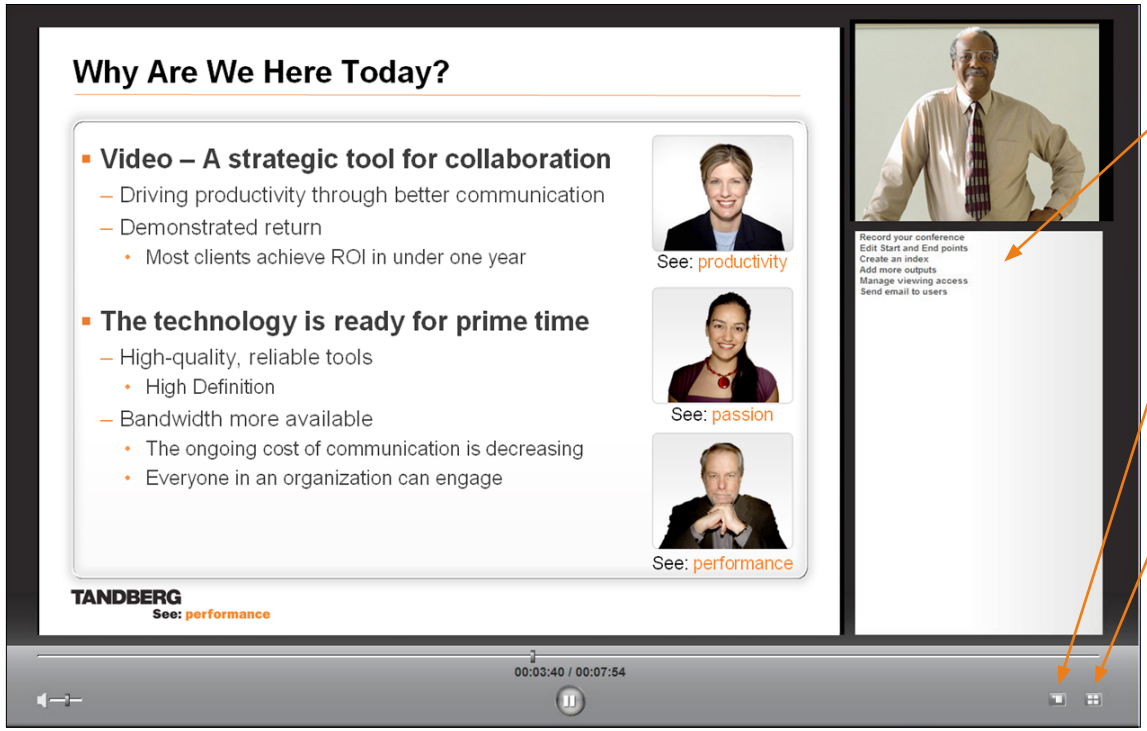


Viewer items

Indexes—created by a conference editor to make it easier for users to find what they are looking for while viewing a conference. They are displayed in the viewer window and clicking on an index will advance the conference to that point in the conference.

Next Layout—clicking will toggle through the different layouts available for the conference. The icon displays the next layout available. The number of layouts will depend on the layout of the conference and also whether the conference has indexes or not.

Slide List—displays the still images taken of the dual stream for an Audio or a Small Video sized Conference. For larger video sizes, the video stream of the presentation will be viewed instead of the still images.

Closing the Window—Click the at the top right of the window to close it.

Viewing conferences

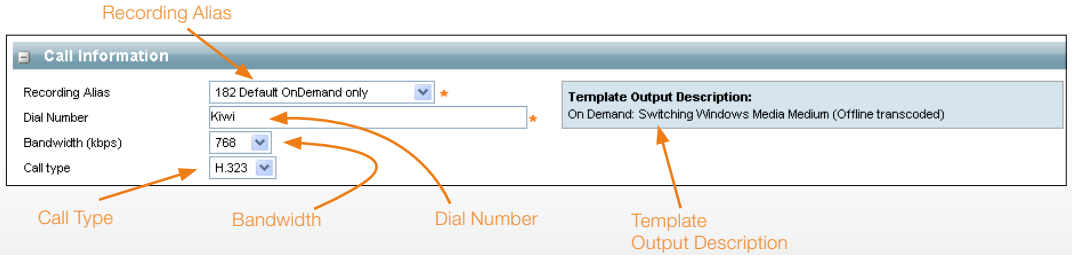
When you click on a conference to view, the viewer will be displayed. This example shows a conference with the two video layout, indexes added and icons indicating there are more layouts available and also some slides generated during the conference.

In this chapter...

- Call Information
- Permissions
- Metadata
- Adding extra outputs
- Editing viewer

Choose Create Conference from the Conference Set Up Menu ..

... you will then see the following:



Creating conferences on the TANDBERG Content Server

The Create Conference option is available from the Conference Setup menu for owners but not users.

If you have Owner Privileges, you can make ad hoc recordings from the interface.

Call information

Recording Alias—Choose the recording alias to use. Your Administrator will have given you your own Personal Recording Alias to use or will advise you which System Recording Alias to use.

Select an "alias for live streaming' if the conference is to be viewable live, or immediately after it has finished. Conferences recorded with 'non-live streaming' aliases will not be available for viewing until their outputs have been processed. How soon your recorded-only calls will be available for viewing will depend on how many other conference outputs the Content Server is processing at the time or how many calls are in process. You can see if outputs for your conference are being processed from the **Pending** list from the **View Conferences** menu.

Template Output Description—Displays the outputs the Recording Alias will create.

Dial Number—The number of the endpoint you want to call to initiate a recording of the conference using the template selected.

Bandwidth—Connection speed for recording the call.

Call Type—H.323 or SIP.

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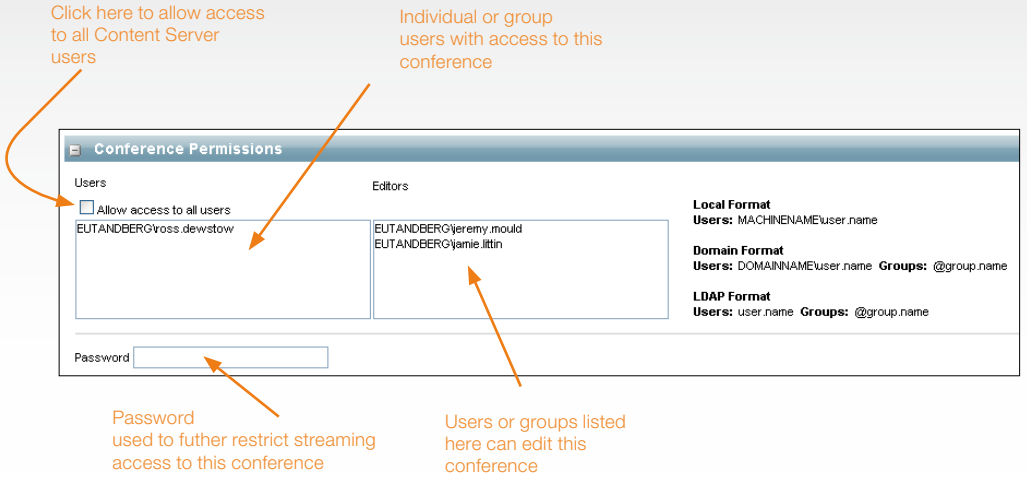

Conference permissions

They define and list users who can watch the conference (live and on-demand) and users who can edit the conference after it has completed.

Observe that you may also grant watching access to all users who have access to the Content Server by checking the **Allow access to all users** check box.

Permissions

Allow access to all users. Select to give all Content Server users permission to view this conference.

Users. If **Allow access to all users** is not selected, and you want to restrict access to your conference, enter user names, or group names one per line in the Users text box.

Editors. To give **users** the ability to edit as well as view your conference, enter their user names in the **Editors** text box.

Password. To further restrict streaming access to this conference, enter a password.

All users specified above will be able to see the conference listing, but only those that know the password will be able to view it.

Note: Conference permissions created before the conference starts are used for live viewing and permissions edited after the conference has completed are for on demand viewing.

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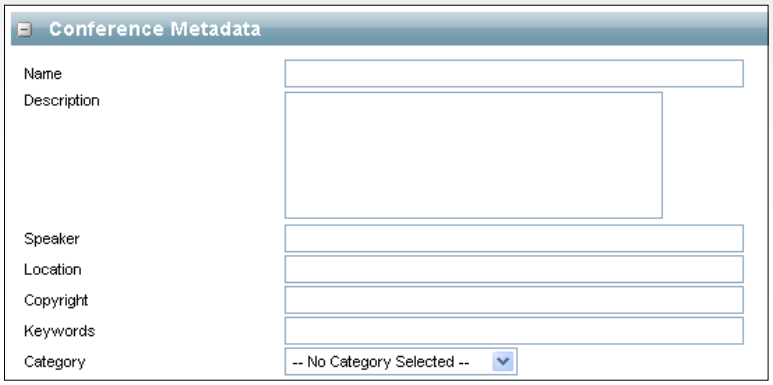
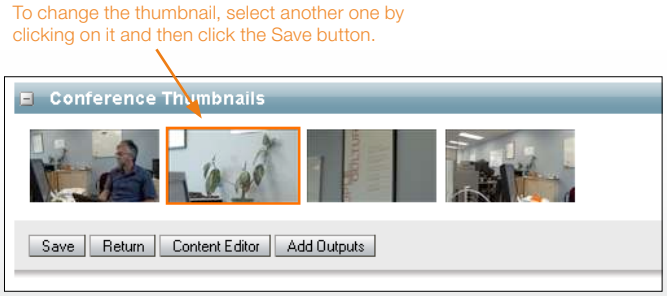


Changing thumbnail


To change the thumbnail, select another one by clicking on it and then click the Save button.
Conference Thumbnails
Save
Return
Content Editor
Add Outputs

Adding metadata to make the conference easier to locate

Entering metadata makes it easier for users to find the conference, for both live and on demand.

Conference metadata

Users can display conferences belonging to a particular **Category** and can search on text entered into the **Name**, **Description**, **Speaker** and **Keywords**.

If you have your own **Personal Recording Alias**, you can set up the **Permissions** and **Metadata,** and when the **Alias** is used, the information will be copied into the conference. This is very important for Live Calls as the permissions cannot be changed once a Call is live.

You may also choose between the thumbnails available for the conference.

In this chapter...

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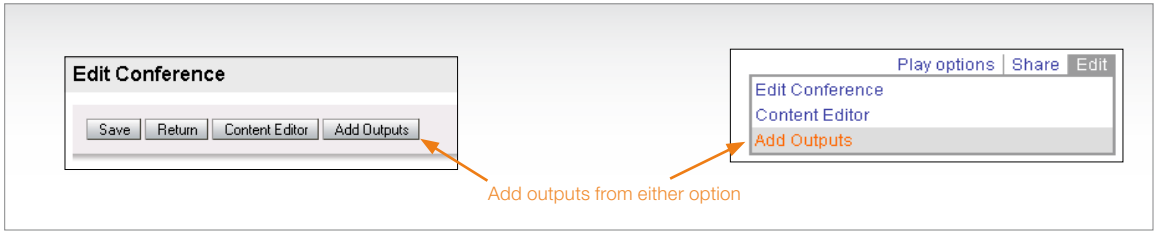

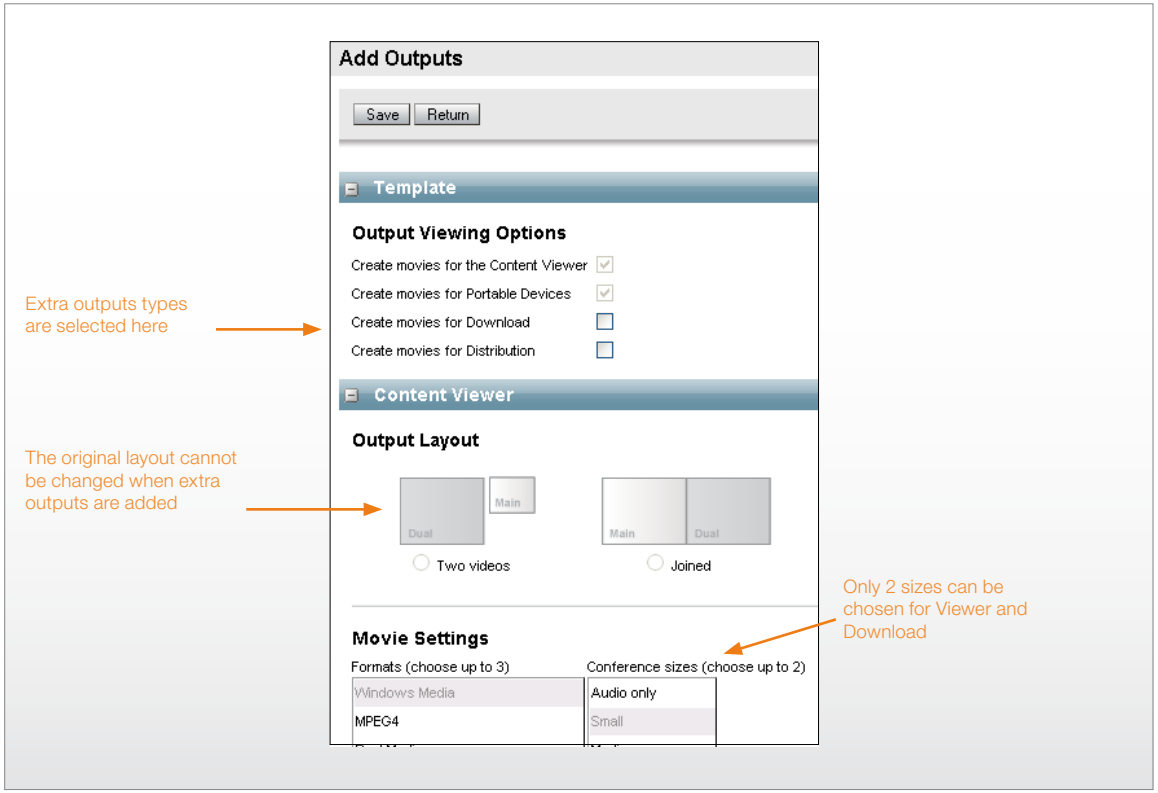

Adding extra outputs

Owners and editors can add extra outputs once the conference has completed, i.e. they may want to add outputs for playing on portable devices or on the user's computer, if they were not in the original conference call.

Add extra outputs. Owners and editors can add extra outputs once the conference has completed. i.e. they may want to add and extra viewing output or an output for playing on portable devices or on the user's computer, if they were not in the original conference call.

Click the **Add Outputs** option from either the **Edit link** or the **Edit Conference** page, for conferences you have access to.

Select the options from the **Output Viewing Options** to access the different types of outputs.

Then select options to create other movies for viewing in the Content Viewer, for Portable Devices, for Download to playback on your Computer or for Distribution to iTunes U or through PodCast Producer.

Tip! Some things to note when Adding Outputs:

- The original Layout cannot be changed
- Only 2 sizes can be chosen for Viewer and Download
- Only on-demand outputs will be created
- The total number of outputs once a conference has been recorded can exceed the limit of 6 imposed on new templates
- Adding Outputs will put an added load on the TANDBERG Content Server
- The Conference Outputs will be added into the Pending Queue for processing and will start when all the preceding Conferences have been processed.

In this chapter...

- Call Information
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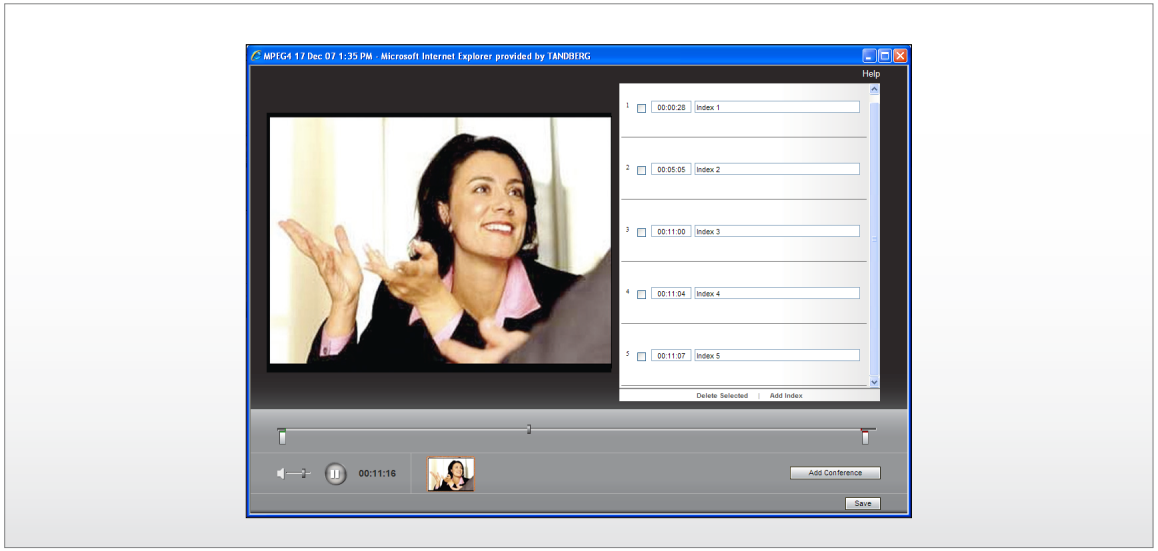
- Editing Conferences



Editing Conferences for the Viewer:

Use the editor to:

- Change start and end times of a conference
- Add indexes so users can easily navigate through the content
- Add another conference to the currently edited conference.

Access the Content Editor is from the Edit link and also from the Edit Conference page. These options are only available for users with edit privileges for a conference.

Use the Content Editor to change the following for conferences that are viewed by the Content Viewer:

- Change the Start or End time of a Conference.
- Add Index points in the Conference to make it easier for Users to find the content they want.
- Add another Conference to the currently edited one.

Note: Click the help link to find out about the different options in the Content Editor.

Do I need to log in before I start using the TCS?

If the Content Server has **Guest Access** enabled, no registration is necessary. Conferences that are available for all users when Guest Access is enabled can be viewed by anyone with access to the URL.

If **Guest Access** is not enabled, users need a user name and password to access the Content Server.

What are the differences between Users, Owners and Editors?

Users are only able to view Live and On Demand Conferences that they have access to as well as download any files for these conferences, when they are ready.

Owners can make ad hoc calls from the Interface and can also have their own Personal Recording Aliases so they can edit the Conference Permissions and Metadata for a call.

Editors (and Owners) can edit a conference after it has completed. They can change Conference Permissions, Metadata, and Thumbnails, the content through the Content Editor, and add additional Outputs. They can also delete Conferences from the Recorded Conference listing.

How can I find it? Is it in the phonebook?

If your Content Server has been added to TANDBERG Management Suite (TMS) you can book your conference in TMS and select a recording alias to record the conference. TMS will also provide a link to view the Live and Recorded Conference.

Must things be set up in advance?

It is best to have your Personal Recording Alias setup in advance so Live viewers can watch the recorded conference and also your users can view the conference after it has completed and the data has been processed.

Can I / How do I do ad hoc recordings?

Any User who is also an Owner, whether they have a Personal Recording Alias or not, can make ad hoc calls from the interface using the available System Recording Aliases. From an endpoint users can dial the TANDBERG Content Server if they have been given a Personal Alias number to dial. If they are not using their own personal alias and if they are not in the Edit list for the Conference, they will not be able to see or edit it once the conference has started.

How can everyone involved be informed that this meeting is being recorded? Does the system tell us?

The endpoint in the recorded call will display a poster to tell users that the call is being recorded. In a multisite call, the poster will be displayed as one of the participants in the conference.

How can we inform users to watch a Live or recorded Conference?

An e-mail can be sent from the Interface once the conference has started recording. If the call has been scheduled using TMS, it will be listed and the link will take users to the Live or Recorded Conference in the Viewer.

How do I stop an ongoing recording?

A recording can be stopped from the interface or by ending the call from the endpoint in the call.

What editing options do I have for the recorded material?

Editors can change the start or end time of a conference, add Index points in the conference to make it easier for users to find the content they want and add another conference to the currently edited one.

How do I make the recorded material available to other people? Password protection etc.

Use the **Permissions** section of the Recording Alias or Conference to make conferences available to others. If it is password protected, they need to know the password.

How do I erase recorded material?

Editors can delete conferences and all associated data but individual outputs cannot be deleted. i.e. if an iPod download has been created, it cannot be deleted except by deleting the whole conference.

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